

Water Lines

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & e-mail)	Percent of Total* Questions
Consumer Confidence Reports	348	12
Tap Water Testing	312**	11
Local Drinking Water Quality	260	9
Household Wells	171	6
Lead	160	5
Non-EPA Environmental	145	5
Other EPA	115	4
Home Water Treatment Units	114	4
Cryptosporidium	85	3
Other Background	83	3

*A total of 2,961 questions were answered by the Hotline (via telephone and e-mail) in May 2003.

**Citizens who obtain their drinking water from private household wells asked 29 percent of the tap water testing questions.

Calls	E-mails	Total
1,962	235	2,197***

***A single call or e-mail may generate multiple questions.

Published Monthly

See past reports at

<http://intranet.epa.gov/ow/hotline>

Safe Drinking Water Hotline: National Toll-free No.: (800) 426-4791 or (877) EPAWATER

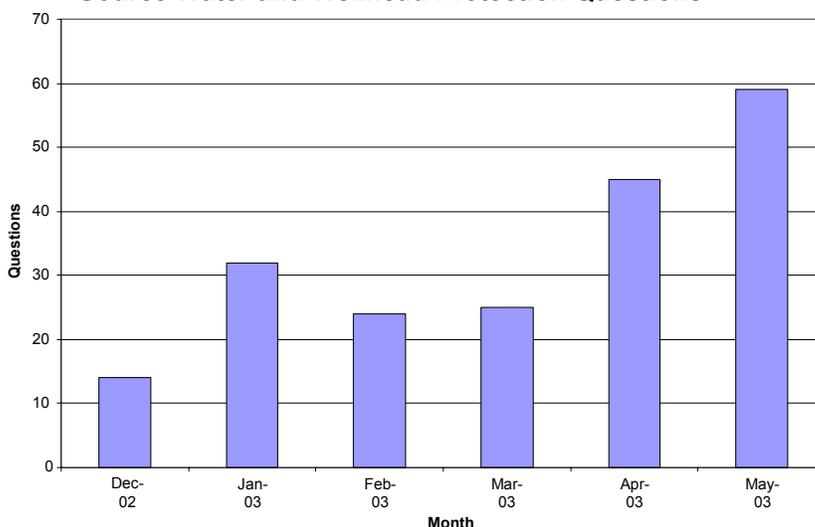
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Monthly Trends

In recent months, the Safe Drinking Water Hotline received an increase in source water and wellhead protection questions, as illustrated by the chart below. This increase can partly be attributed to questions received concerning EPA's 2003 National Source Water Protection Conference. EPA provided an online form and a reference to the Hotline for registration to the conference. Questions regarding the conference included how to register for the conference, whether registrants would receive a confirmation upon registration, and where a caller could get information about the conference.

Source Water and Wellhead Protection Questions



What's New

New Publications:

- *The Drinking Water State Revolving Fund Program: Financing America's Drinking Water from the Source to the Tap - A Report to Congress*, EPA918-R-03-009, is now available at www.epa.gov/safewater/dwsrf.html.
- Drinking water security flyers are now available at www.epa.gov/safewater/security/flyers/index.html.
- *Rural Development-Rural Utilities Service, Loan, and Grant Program* factsheet, EPA816-F-03-009, is now available at www.epa.gov/safewater/ars/implement.html or by contacting the Safe Drinking Water Hotline.

Did You Know?

Current and past Safe Drinking Water Hotline Monthly Reports will be posted on the www.epa.gov/safewater Web site soon.

Calendar:

Who?	What?	Where?	When?	More Information
OW, OSWER, EPA Region 4	2003 EPA Science Forum	Washington, DC	5/5/2003 – 5/7/2003	For more information: www.epa.gov/ord/scienceforum
State/EPA	State Revolving Fund Work Group Meeting	Washington, DC	5/6/2003 – 5/7/2003	
Council of Infrastructure Financing Authorities	Federal Policy Conference	Washington, DC	5/8/2003 – 5/9/2003	
National Association of State Floodplain Managers	Annual Conference	St. Louis, MO	5/11/2003 – 5/16/2003	
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	5/12/2003 – 5/13/2003	
NDWAC	Full Council Meeting	Washington, DC	5/14/2003 – 5/15/2003	
EPA	Public Stakeholder Meeting on Drinking Water Distribution Systems	Washington, DC	5/16/2003	
EPA	Source Water Protection Conference	Washington, DC	6/2/2003 – 6/4/2003	For more information: www.epa.gov/safewater/protect/swpconf.html
	National UIC Managers Meeting	Denver, CO	6/10/2003 – 6/12/2003	
AWWA	Annual Conference	Anaheim, CA	6/15/2003 – 6/19/2003	For more information: http://www.awwa.org
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	7/16/2003 – 7/17/2003	
EPA	Community Involvement Conference	Philadelphia, PA	7/22/2003 – 7/25/2003	
ASIWPCA	Annual Conference	Whitefish, MT	8/24/2003 – 8/26/2003	
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	9/17/2003 – 9/18/2003	

EPA DISCLAIMER

Answers to questions in the Safe Drinking Water Hotline monthly report are intended to be purely informational and are based on SDWA provisions, EPA regulations, guidance, and established policy effective at the time of publication. The answers given reflect EPA staff's best judgment at the time and do not represent a final or official EPA interpretation. This report does not substitute for the applicable provisions of statutes and regulations, guidance, etc., nor is it a regulation itself. Thus, it does not impose legally-binding requirements on EPA, States, or the regulated community. An answer to a question in this report may be revised at any time to reflect EPA's revisions to existing regulations, changes in EPA's approach to interpreting its regulations or statutory authority, or for other reasons. EPA may provide a different answer to a question in this report in the future.

Also, an answer provided in this report may not apply to a particular situation based upon the circumstances. Any decisions regarding a particular case will be made based on the applicable statutes and regulations. Therefore, interested parties are free to raise questions and objections about the appropriateness of the application of an answer in this report to a particular situation, and EPA will consider whether or not the recommendations or interpretations in the answer are accurate and appropriate in that situation. The information in this report is not intended, nor can it be relied upon, to create any rights enforceable by any party in litigation with the United States.

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

Q: Community water systems are required to mail or directly deliver one copy of the annual consumer confidence report (CCR) to each customer. Can community water systems obtain a waiver from this requirement?

A: The governor of a state, his designee, or a tribal leader where the tribe has met the eligibility requirements in Section 142.72, can waive the CCR distribution requirements for community water systems serving fewer than 10,000 persons. A system that obtains a waiver must inform its customers that the report will not be mailed, publish the CCR in one or more newspapers serving the local area, and make the report available to the public upon request (40 CFR 141.155(g)).

Q: If a state has completed a source water assessment, must community water systems (CWSs) in the state include this information in their consumer confidence reports (CCRs)?

A: Yes. If a source water assessment has been completed, the CCRs must contain information about the availability of the assessment and the means to obtain it. CWSs that have received their source water assessments must provide brief summaries of their source water's susceptibility to contamination. If source water assessment information is not available, CWSs are encouraged to include any other information about potential sources of contamination (40 CFR 141.153(b)(2)).

Q: Community water systems (CWSs) must submit to their primacy agencies copies of their consumer confidence reports (CCRs), as well as certifications stating that the reports have been distributed to customers and that the information is correct and consistent with the compliance monitoring data previously submitted to the primacy agencies (40 CFR 141.155(c)). How long must a primacy agency retain the CCRs and the certifications?

A: Each primacy agency must maintain copies of the CCRs for all water systems in the state for a period of one year. The agency must also keep the corresponding certifications for a period of five years (40 CFR 142.16(f)(3)).

Q: Community water systems (CWSs) must mail certifications to the primacy agencies stating that the consumer confidence reports have been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to the primacy agencies (40 CFR 141.155(c)). Has EPA provided guidance on acceptable certification formats?

A: Example certification formats can be found in Appendix C of the *Revised State Implementation Guidance for the Consumer Confidence Report (CCR) Rule* (EPA816-R-01-002, January 2001) and in Appendix D of *Preparing Your Drinking Water Consumer Confidence Report* (EPA816-R-01-003, January 2001).

Q: If a public water system (PWS) has a violation in a portion of the distribution system that is physically or hydraulically isolated from other parts of the distribution system, the primacy agency may allow the system to limit distribution of the public notice to only those persons served by the portion of the system that is out of compliance (40 CFR 141.201(c)(2)). How does a PWS determine if a portion of the system is hydraulically isolated?

A: To meet EPA's criterion for hydraulic isolation, a PWS must show that the distribution system design and/or operation creates a situation where water in the affected portion of the distribution system is effectively isolated from the water in all other parts of the distribution system because of projected water flow patterns and water pressure zones (*Final State Implementation Guidance for the Public Notification (PN) Rule*, EPA816-R-01-010, October 2001).

Q: What are the constituents of the total trihalomethanes (TTHMs) group and what is the maximum contaminant level (MCL) and maximum contaminant level goal (MCLG) for this contaminant group?

A: The four constituents of the TTHM group are chloroform, bromodichloromethane, dibromochloromethane, and bromoform. TTHMs are regulated as a group with one MCL of 0.080 mg/L (40 CFR 141.64). Although there is no collective MCLG for this contaminant group, three of the four constituents, bromodichloromethane, dibromochloromethane, and bromoform, have individual MCLGs of zero, 0.06 mg/L, and zero, respectively (40 CFR 141.53).

Monthly Summary of Hotline Service

Total number of calls answered	1,962
Total number of e-mails received	235
Average wait time (in seconds)	0:28
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	82.8%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	100%
Number of times callers listened to recorded message about local DW quality	1,331
Number of times callers listened to recorded message about arsenic rule	54

Comparison to Previous Year

	Calls	E-mails
May 2003	1,962	235
May 2002	2,293	298

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. State Lab Certification	275	16
2. Local Water System	251	14
3. EPA Internet	233	13
4. State PWSS	165	9
5. NSF/WQA/UL	130	7
6. Local Public Health	100	6
7. Other Hotlines	93	5
8. EPA Regions	69	4
9. Other	66	4
10. AGWT/WSC	65	4

*A total of 1,745 referrals to other resources, agencies, and organizations were provided by the Hotline in May 2003.

Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	13	3
Citizen - Private Well	301	37
Citizen - PWS	1,145	87
Consultants/Industry/Trade (DW)	72	12
Consultants/Industry/Trade (Other)	138	22
Environmental Groups	3	1
EPA	24	2
Other Federal Agency	10	4
Government, Local	12	4
Government, State	27	7
Government, Tribal	2	1
Spanish Speaking	3	1
International	9	22
Media	3	0
Medical Professional	13	2
Public Water System	106	8
Schools/University	36	22
Other	45	0
TOTALS	1,962	235

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
1-May	70	00:36
2-May	86	00:15
5-May	87	00:26
6-May	108	00:22
7-May	80	00:31
8-May	83	00:27
9-May	71	00:33
12-May	94	00:19
13-May	84	00:14
14-May	99	00:21
15-May	93	00:23
16-May	97	00:30
19-May	90	01:11
20-May	101	00:28
21-May	104	00:33
22-May	112	00:34
23-May	103	00:18
26-May*	--	--
27-May	102	00:27
28-May	92	00:20
29-May	96	00:34
30-May	110	00:39
TOTALS	1,962	00:28

*The Hotline was closed May 26 for Memorial Day.

Hotline Statistics

Topic Categories

Category	Calls	E-mails
Microbials/Disinfection Byproducts		
Chlorine	23	6
Coliforms	49	3
Cryptosporidium	85	0
Disinfection/Disinfection Byproducts (Other)	30	2
Disinfection – Home Water	7	1
Other Microbials	34	1
Storage – Home Water	6	2
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	35	8
Trihalomethane (THM)	27	0
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	41	4
Fluoride	10	0
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	4	1
Perchlorate	4	4
Phase I, II & V	44	7
Sodium Monitoring	5	0
Sulfate	1	1
Lead and Copper		
Copper	16	2
Lead	154	6
Lead Contamination Control Act (LCCA)/Lead Ban	13	1
Radionuclides		
Radionuclides (Other)	70	5
Radionuclides (Radon)	21	3
Secondary DW Regulations		
Secondary DW Regulations	46	7
SDWA Background/Overview		
Definitions & Applicability	18	5
MCL List	58	6
Other Background	60	23
SDWA	22	3

Category	Calls	E-mails
Water on Tap	7	1
Other DW Regulations		
Analytical Methods (DW)	16	10
Contaminant Candidate List/ Drinking Water Priority List	4	2
Consumer Confidence Report (DW)	335	13
DW Primacy (PWS)	0	0
Operator (PWS) Certification	4	1
Other Drinking Water Security	27	5
Public Notification (PWS)	54	3
Security Planning Grants	7	0
State Revolving Fund (DW)	6	2
Unregulated Contaminant Monitoring Rule (UCMR)	21	1
Other Drinking Water		
Additives Program	5	1
Bottled Water	45	3
Complaints about PWS	53	8
Compliance & Enforcement (PWS)	42	2
Home Water Treatment Units	104	10
Infrastructure/Cap. Development	8	0
Local DW Quality	226	34
Tap Water Testing	299	13
Treatment/BATs (DW)	24	8
Drinking Water Source Protection		
Ground Water Rule	4	0
Sole Source Aquifer	0	0
Source Water/Wellhead Protect.	50	9
UIC Program	12	0
Out of Purview		
Household Wells	146	25
Non-Environmental	64	3
Non-EPA Environmental	115	30
Other EPA (Programs)	88	27
TOTALS	2,649	312

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

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APPENDIX A: FEDERAL REGISTER SUMMARIES

NOTICES

**“Underground Injection Control Program--Revision of Underground Injection Control Requirements for Class I Municipal Wells in Florida; Notice of Data Availability”
May 5, 2003 (68 FR 23666)**

On July 7, 2000, EPA proposed revisions to the Underground Injection Control (UIC) regulations that would allow for continued wastewater injection by existing Class I municipal wells that have caused or may cause the movement of fluid into or between underground sources of drinking water in specific areas of South Florida. Also in 2000, in a separate but related initiative, Congress directed EPA to conduct a relative risk assessment of four management options for treated municipal wastewater in South Florida: deep (Class I municipal) well injection, ocean disposal, surface discharge, and aquifer recharge. A separate document in today's Federal Register announced the availability and summarizes the findings of this relative risk assessment required by Congress. In this notice of data availability, EPA solicited public comment on how information on Class I municipal well injection in the relative risk assessment should inform the Agency's action on the July 7, 2000, proposed rule.

**“Underground Injection Control Program--Relative Risk Assessment of Management Options for Treated Wastewater in South Florida; Notice of Availability”
May 5, 2003 (68 FR 23673)**

This notice announced the availability of the relative risk assessment report regarding management options for treated wastewaters in South Florida, required by Congress. EPA will consider the information collected on Class I municipal well injection contained in this relative risk assessment in making a final determination on the July 7, 2000, proposed rule.

**“Microbial and Disinfectants/Disinfection Byproducts Advisory Committee; Notice of Charter Renewal”
May 5, 2003 (68 FR 23715)**

This notice announced that the Charter for EPA's Microbial and Disinfectants/Disinfection Byproducts Advisory Committee (MDBPAC) was renewed on March 7, 2003, for an additional two-year period, in accordance with the provisions of the Federal Advisory Committee Act (FACA), 5 U.S.C. App. 2, Section 9(c). EPA has determined that continuation of the MDBPAC is necessary and that it is in the public interest to enable the Agency to perform its duties under the Safe Drinking Water Act.

**“Agency Information Collection Activities; Submission of EPA ICR No. 1803.04 (OMB No. 2040-0185) to OMB for Review and Approval; Comment Request”
May 19, 2003 (68 FR 27070)**

In compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.), this notice announced that the Information Collection Request (ICR), "Drinking Water State Revolving Fund

Program," has been forwarded to the Office of Management and Budget (OMB) for review and approval. Comments may be submitted on or before June 18, 2003.

“Agency Information Collection Activities: Title IV of the Public Health Security and Bioterrorism Preparedness and Response Act of 2002: Drinking Water Security and Safety (Act); Comment Request”

May 20, 2003 (68 FR 27555)

In compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.), this document announced that EPA is planning to submit the continuing ICR, "Title IV of the Public Health Security and Bioterrorism Preparedness and Response Act of 2002: Drinking Water Security and Safety (Act)," ICR No. 2103.02, to OMB for review and approval. The expiration date for this ICR, OMB Control No. 2040-0253, is September 30, 2003. Comments must be submitted on or before July 21, 2003.

“Spring 2003 Regulatory Agenda”

May 27, 2003 (68 FR 30942)

EPA published the Semiannual Regulatory Agenda to update the public about regulations and major policies currently under development, reviews of existing regulations and major policies, and regulations and major policies completed or canceled since the last agenda.

CONSENT ORDERS

"Notice of Lodging of Consent Decree Under the Safe Drinking Water Act"

May 8, 2003 (68 FR 24756)

This notice announced that on April 22, 2003, a proposed Consent Decree in United States v. Syd H. Levine, et al., Civil No. 4:97CV-169-M, was lodged with the United States District Court for the Western District of Kentucky.